

From: [redacted] (b)(3)  
 Sent: Wednesday, August 20, 2014 7:12 AM  
 To: [redacted] (b)(3)  
 Cc: [redacted]  
 Subject: Facilities Support Feedback Submission - Food srvc's Dunkin Donuts sub w/o notice! BBP

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Subject: Food srvc's Dunkin Donuts sub w/o notice! BBP  
 Feedback: This morning DD substituted their awesome hash-browns for those awful ones at BK without even notifying any of the customers.

I believe the cost of DD hash browns are more than those at BK, yet every customer who ordered HB from DD today were charged the Dunkin price and served the Burger King hash browns.

It was a huge disappointment upon opening the bag and seeing the hash browns substituted for those God-awful things from BK.

It is typical business practice in the food industry to make your customers aware of any substitutions. The customer should be TOLD before ordering and paying. The price should also reflect the poorer quality product.

I am sure I will not be the only one complaining about the DD hash browns today. Not to be dramatic, DD hash browns are the crowning glory of a DD breakfast!

Can someone please look into this? I nor anyone else should over pay for a lesser quality substitution, nor should they be surprised that this occurred in the first place once they open the bag.

Thanks,

[redacted] (b)(3)

Submitted By: [redacted] (b)(3)